

‘The Blueprint?’

A comparative review of two Enter and View visits to
Park House and North View.

February 2025

Thomas Carr

Contents

1. Introduction	1
2. Background and Rationale.....	2
3. Methodology	2
4. Key Findings	3
5. Conclusion	10
6. Recommendations	10
7. Response from service provider	11
8. Acknowledgements	11
9. Appendix	11

1. Introduction

1.1 This report presents the findings and recommendations from a qualitative analysis produced by Healthwatch Manchester(HWM) of the experiences of mental health inpatients before and after their transfer from Park House to North View. The report provides an evaluation of feedback from 80 interviews conducted with inpatients who were interviewed to gain an understanding of their:

- Experience living at Park House
- Knowledge and understanding of their relocation to North View
- Experience of living at North View
- Experience when relocating to North View from Park House

1.2 This report seeks an audience of planners and commissioners of related health and care services.

1.3 Both HWM's reports from the Park House Enter & View¹(E&V) and North View E&V can be found in the appendix of this report (Page 11).

¹ Enter and View is the statutory power of Healthwatch to enter any premises commissioned from the public purse to deliver a health and/or care service(s) and report on observations made there.

2. Background and Rationale

2.1 As the independent health and social care champion for Manchester citizens, HWM is at times the go to organisation when a review of a particular service is required.

2.2 HWM have a statutory power to visit health and social care services and see them in action. This power to Enter and View services offers a way for HWM to meet some of its statutory functions and allows it to identify what is working well with services and where they could be improved. As part of HWM's ongoing E&V programme, the Board agreed that a number of Mental Health services should be included on a list of organisations to be reviewed.

2.3 In August 2022, work began on the construction of a new mental health inpatient unit for adults at the North Manchester General Hospital site, now known as North View². Once the building was ready, Greater Manchester Mental Health NHS Foundation Trust (GMMH) transferred inpatients from the previous site, Park House, in October 2024.

2.4 HWM agreed with GMMH that E&V visits would take place before and after the move to gain an understanding of patients':

- Experience living at Park House
- Knowledge and understanding of their relocation to North View
- Experience of living at North View
- Experience when relocating to North View from Park House

2.5 A review such as this is groundbreaking because a transfer of mental health inpatients on this scale is rare, so the project is a first for any Healthwatch team.

3. Methodology

3.1 The HWM team conducted two E&V visits to the sites which were agreed with GMMH in advance. Park House was visited in October 2024 before the move and HWM went to North View in January 2025. HWM interviewed patients living at each site using a questionnaire.

3.2 HWM has already reported on these two E&V visits. Each report presented the results of qualitative surveys conducted with 39 patients in Park House and 41 patients in North View.

3.3 The surveys contained 20 or 21 questions, of which 12 were asked at both sites. The findings from comparing the responses will be presented in the Key Findings section of this report.

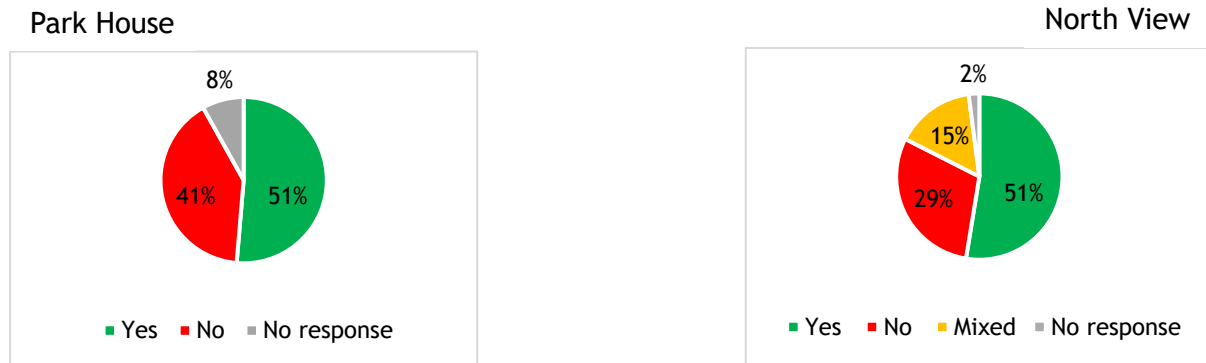
3.4 This report will also analyse two additional questions that were raised with patients in North View, specifically asking them to compare their experience at Park House with North View. Those two questions are:

- Do you prefer the environment at North View or Park House?
- Have you noticed a difference in the quality of care you have received whilst living at North View when compared to Park House?

² [Greater Manchester Mental Health NHS Foundation Trust](#)

4. Key Findings

4.1 Do you know who the senior nurse or ward manager is if you needed to speak to them?

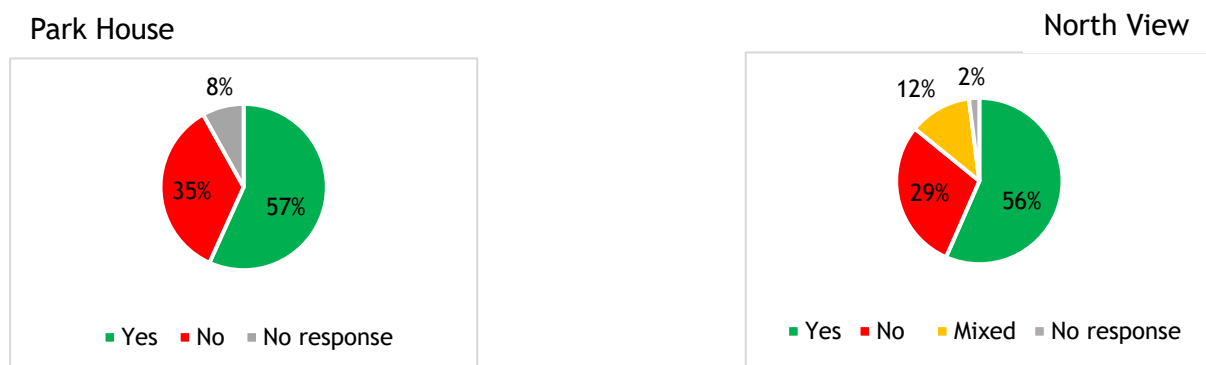


Key Findings:

A larger number of patients at Park House did not know who the nurse or ward manager was if they needed to speak to them.

However, there was a large increase in the number of patients who provided mixed feedback when asked this question at North View, indicating that patients did know who the senior nurse or ward manager was but not well enough to point them out.

4.2 Do the staff know what you like and don't like, and do they help you when you ask for it?



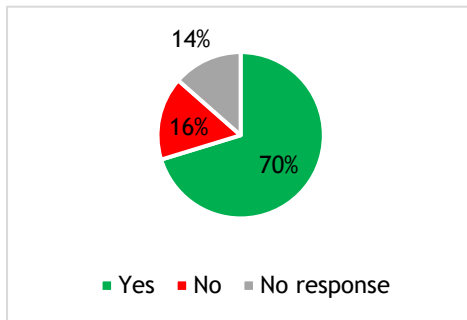
Key Findings:

Slightly more patients in Park House reported that the staff didn't know what they liked / disliked as well as feeling as though the staff didn't help them when they asked.

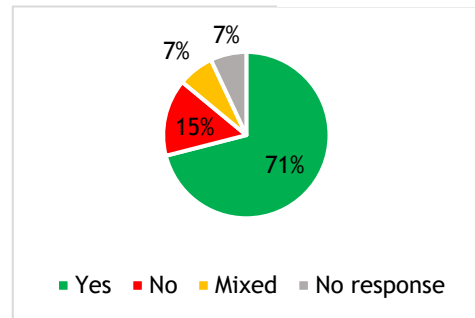
However, there was a significant number of patients who provided mixed feedback on this question at North View.

4.3 Do you feel you are in safe hands with the staff here? Do staff help you to feel safe when on the ward?

Park House



North View

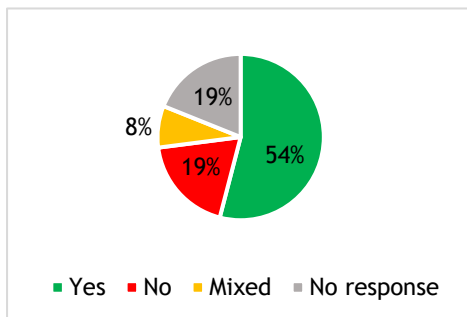


Key Finding:

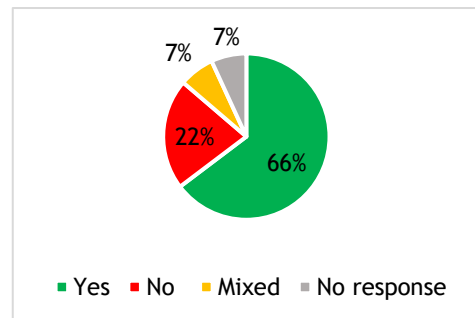
The majority of patients at both sites reported that they felt in safe hands with the staff and that the staff helped them to feel safe.

4.4 Do you think that the care you receive from staff is continued smoothly during shift changes?

Park House



North View

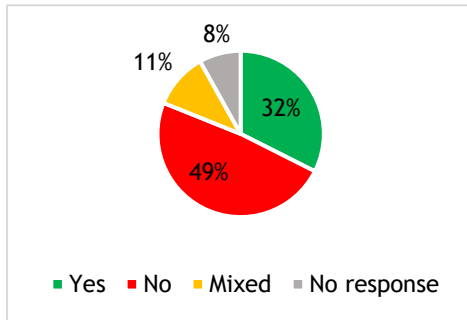


Key Finding:

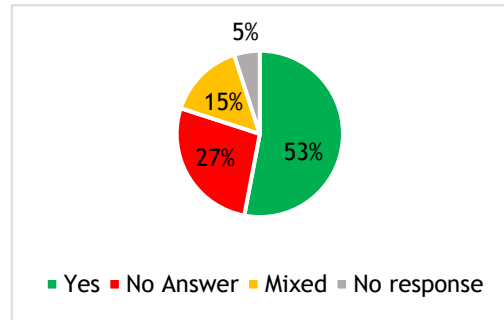
More patients in North View reported that the care they receive from staff was continued smoothly during shift changes when compared with Park House.

4.5 Do you sleep well in this environment?

Park House



North View

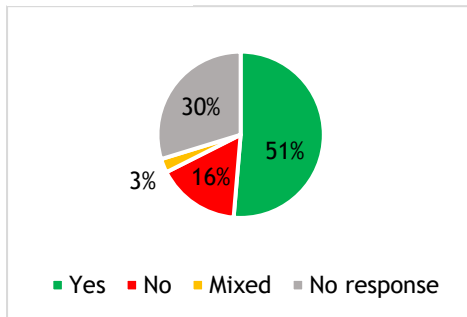


Key Finding:

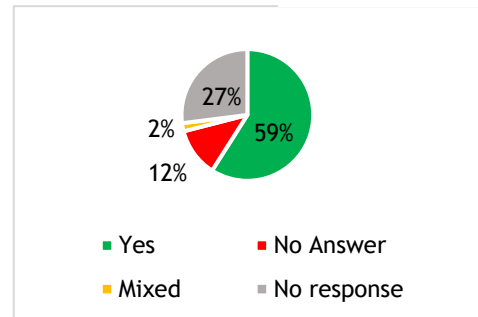
There was a large increase in the number of patients who reported that they were able to sleep well in the environment at North View compared to Park House.

4.6 Do you feel your cultural needs are being met? How are they being / not being met?

Park House



North View

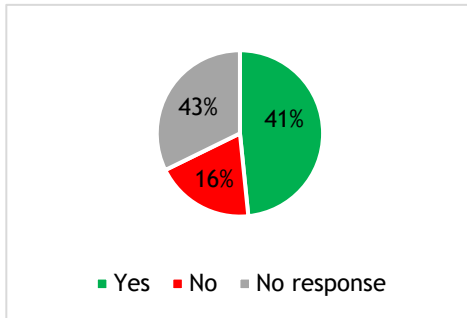


Key Finding:

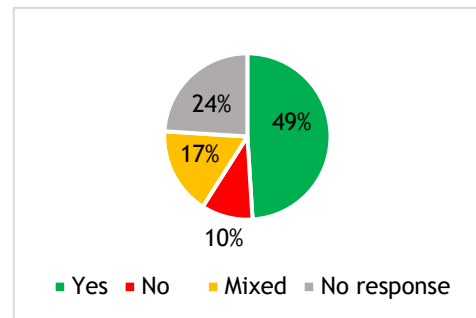
No differences

4.7 Do you feel your religious needs are being met? How are they being/not being met?

Park House



North View

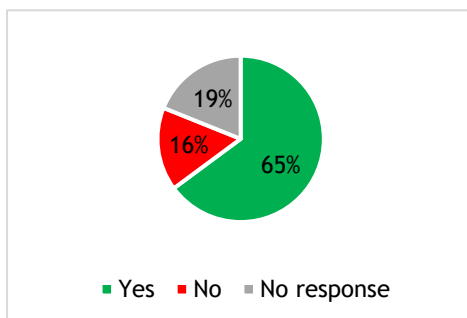


Key Finding:

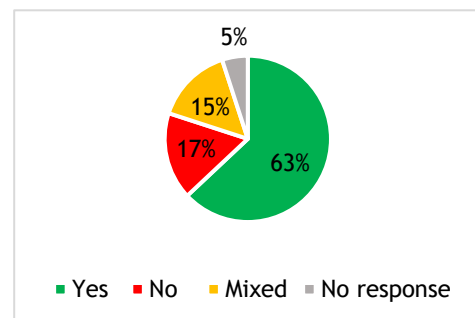
No differences

4.8 Do you feel your dietary requirements are being met? How are they being/not being met?

Park House



North View

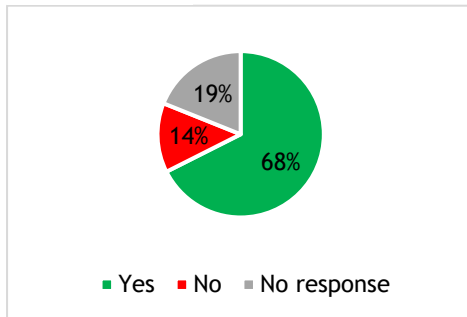


Key Finding:

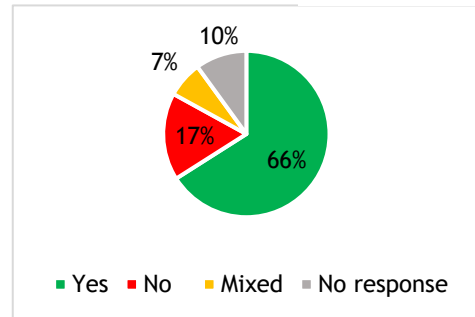
No differences

4.9 Comparison Question 9: Do you feel able to communicate any needs you may have?

Park House



North View

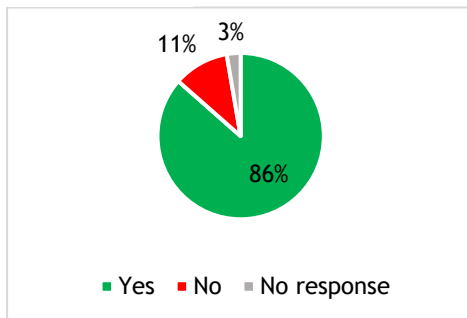


Key Findings:

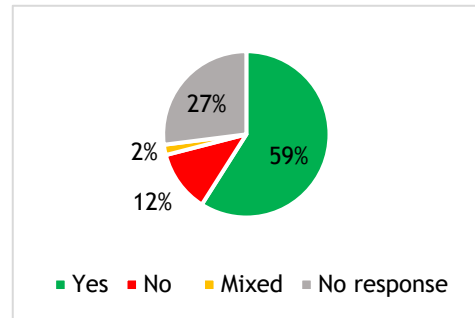
No key differences

4.10 Do you feel that you can be yourself here when it comes to your sexuality and/or gender?

Park House



North View

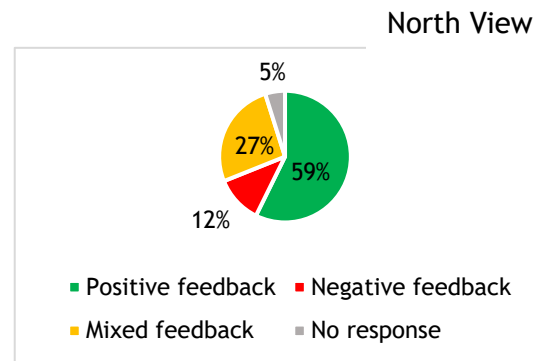
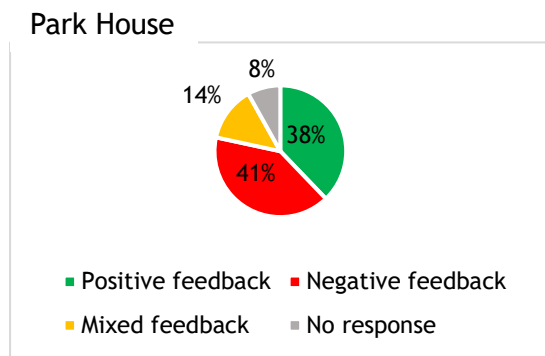


Key Findings:

A larger number of patients felt that they could be themselves when it came to sexuality and gender at Park House when compared to North View.

However, significantly fewer people responded to the question regarding sexuality/gender at North View.

4.11 How do you find the food here?

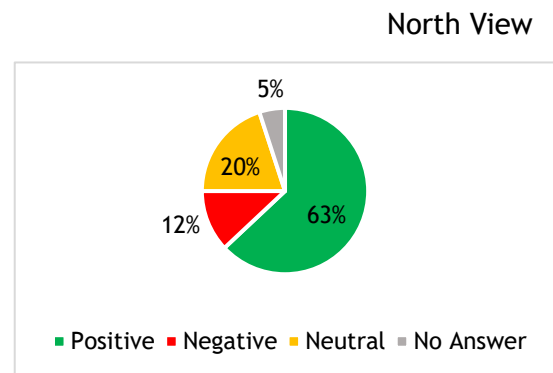
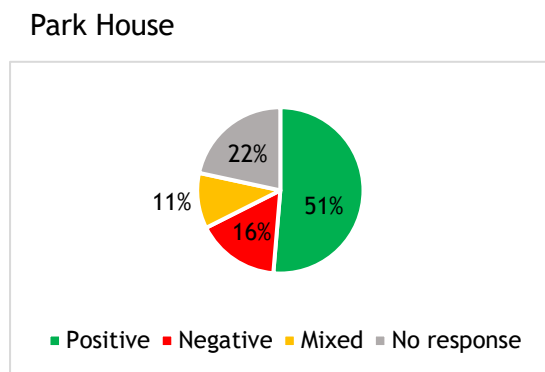


Key Findings:

A larger number of patients gave positive feedback on the food provided at North View compared to the food provided at Park House.

Patients expressed strong opinions that the food provided at North View was better quality than that which had been offered at Park House.

4.12 Do you enjoy mealtimes here?



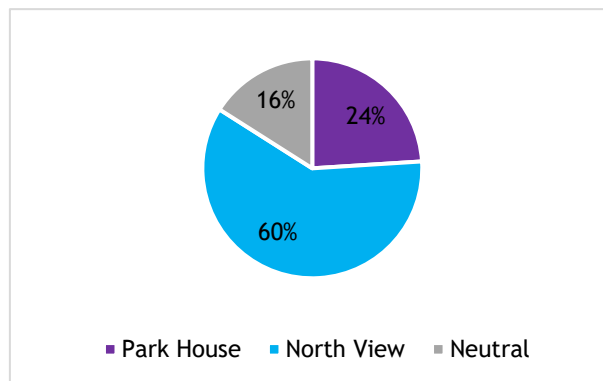
Key Findings:

A larger number of patients enjoyed mealtimes at North View compared to mealtimes at Park House.

Mealtimes at North View are more enjoyable for patients than they were at Park House.

In addition to these directly comparable questions, HWM asked the patients at North View to compare their experience at North View to Park House.

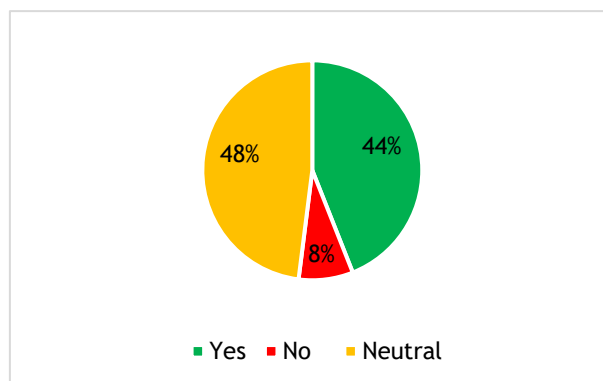
4.13 Do you prefer the environment at North View or Park House?



Key Finding:

The majority of patients reported that they preferred the environment at North View compared to Park House.

4.14 Have you noticed a difference in the quality of care you have received whilst living at North View when compared to Park House?



Key Finding:

The quality of care provided at Park House and North View is the same. This is indicated by the 'neutral' answer in the chart above.

5. Conclusion

5.1 There is no reported difference between the quality of care provided between Park House and North View.

5.2 There is a slight improvement in the smoothness of transition and the associated care of patients between daytime and night-time staff at North View compared to Park House.

5.3 A significant increase in the quality of sleep was reported by the respondents at North View.

5.4 The quality of food provided at North View is a marked improvement on that offered in Park House.

5.5 Patients reported an overall preference for the environment at North View. This may be evidenced by the reported improvement in the enjoyment of mealtimes reported at North View.

6. Recommendations

6.1 The way care is delivered to patients in North View should be continued.

6.2 The observation about the smoothness of transition between daytime and night-time staff and the associated care provided in North View should be further investigated to establish a pathway to further improvement.

6.3 The change from dormitory accommodation to single rooms and its effect upon the quality of sleep should be widely acknowledged by the NHS as a way forward in improving overall patient experience.

6.4 Inhouse preparation of food should be the standard for long stay patients in the NHS.

6.5 When it comes to long stay patients, an environment such as North View should be acknowledged as the blueprint for future care across the NHS.

7. Response from service provider

GMMH would like to thank HWM for their commitment to measuring the impact of the move from Park House to North View. Whilst it is reassuring that the move has had positive impacts in terms of patients experiences of sleep and mealtimes, and that there is satisfaction with the new environment, the trust remains committed to improving people's overall experiences of care.

We must ensure that we provide safe, compassionate, meaningful care and interventions that support recovery in a building that feels safe and therapeutic. We will continue to monitor patient feedback on a monthly basis through our usual channels and share those findings with HWM. Thank you to everyone for supporting this valuable piece of work.

8. Acknowledgements

Deborah Goodman - Associate Director of Operations at GMMH

Debra Woodcock - Head of Operations GMMH

Jayren Marsden - GMMH PALS Officer

Bridget Hughes - Associate Director of Operations Manchester, Rehab & Perinatal Care Group

Angela Arkwright - Engagement Officer Healthwatch Wigan & Leigh

The Healthwatch Manchester Citizens Reading Panel

9. Appendix

[Healthwatch Manchester Enter and View: Park House](#)

[Healthwatch Manchester Enter and View: North View](#)



Railway Cottage
Off Castle Street
Manchester
M3 4LZ

0161 228 1344

info@healthwatchmanchester.co.uk

www.healthwatchmanchester.co.uk

Company Limited by Guarantee registered in England No. 8465025